



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Training and Development Specialist

Job Code Title

Training and Development Specialist

Pay Band

06

Job Code Number

131756

Director's Office

Office of Human Resources and
Organizational Development

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Director's Office supports the agency's Director and is composed of five work units: Legal Services Office; Office of Tax Policy and Research; Office of Human Resources and Organizational Development (HR); Office of Taxpayer Assistance; and the Executive Office. The Office of Human Resources is responsible for a variety of human resource duties including organizational and workforce development, employee and labor relations, staffing, employment law, performance management, compensation, and training and development.

Job Responsibilities

The Training and Development Specialist provides training that is customized to the needs of the department and its employees. The incumbent develops, delivers, or coordinates the delivery of training programs on a variety of topics to meet organizational needs and provide professional development opportunities for department managers and employees. The incumbent analyzes department organizational issues, program operations, managerial objectives, and staff development needs to identify and prioritize professional development activities. The position reports to the Human Resources Manager and does not supervise other staff.

• Training Program Development and Delivery 70%

1. Designs and performs training needs assessments. This involves identifying audiences; assessing their current competency levels and training needs; and assessing specific training needs in the context of broader department-wide initiatives to determine compatibility, feasibility, and planning approaches. This is accomplished through a variety of approaches including discussions with management and employees; reviewing new technology, legislation, and programs; personal observation; and other factors.
2. Determines the content of courses through research into subjects, current literature, consultation with other training and development professionals, and interviews with subject matter experts. Develops customized training curricula to meet the needs of target audiences including classroom presentation, workshops, practical exercises, tests, etc. Tailors courses to the audience's level of understanding, ensures participants have the ability to provide input, and determines the materials and the format used for the course.

3. Researches and analyzes available courses, providers, reference materials, trends, and various formats of training and development services available on-line to remain contemporary with current theory and practice. Previews literature and video materials to determine their applicability to department needs. Develops recommended reading lists, reference libraries, and other reference sources to provide management tools for solving problems, dealing with employees, planning, and related topics.
 4. Designs and develops course materials to enhance, document, and communicate training curricula and a broad range of information to a wide variety of audiences. Uses advanced technical writing to communicate key concepts in an understandable manner. Determines the most effective use of graphs, charts, illustrations and other graphic representations. Develops presentations and audio visual aids. Uses advanced word processing and desktop publishing applications to develop handouts and other materials.
 5. Schedules training dates and places to ensure training is delivered in a timely and cost-effective manner. The position must consider issues such as timing (i.e., so the training is not delivered too far ahead of the need or after the need), geographic distribution of staff throughout the state, facility needs, and project work schedules. Advertises courses and develops strategies to serve the training needs of field staff.
 6. Ensures all participants are provided the opportunity to learn, participate in, and benefit from development opportunities. Ensures audiences understand the subject matter by asking questions throughout the course; encouraging audiences to challenge ideas; monitoring participation and understanding; and altering instruction methods as needed. Coordinates group discussions, role-playing, and other activities.
 7. Designs and assesses course evaluations to ensure that courses are effective and meet the needs of participants and to gather information to improve future presentations. Ensures information is gathered in a constructive and objective manner and follows-up with participants as needed to clarify expectations and resolve problems.
 8. Develops train-the-trainer and public presentation courses for subject matter experts. Provides technical assistance in training methods, procedures, and the development of visual aids, course outlines, objectives, tests, and evaluation processes. Provides one-on-one technical assistance and direction to trainers and presenters.
 9. Works with institutions such as colleges, the university system, and professional organizations to provide certification and professional development opportunities for department employees. Identifies training and certification needs in conjunction with management, negotiates course content and cost, identifies participants, and implements appropriate grading and certification systems.
 10. Attends training given by others to evaluate the course for potential viability to the department.
- **Management Support and Employee Relations 25%**
 1. Evaluates the effectiveness of agency-wide training efforts through discussions with managers, supervisors, and employees; review of outcomes, and personal observations. Evaluates training presented by consultants and in-house subject matter experts.
 2. Develops, implements, and maintains a strategic education program targeted to the needs of the department. Monitors the overall department educational plan for consistency and provides quarterly updates for review.
 3. Provides consultation, resource referral, and direction to management to assist them with individualized employee training issues.
 4. Assists with special projects.
 - **Other Duties as Assigned 5%**
 1. Performs other duties as assigned by the supervisor.

Job Requirements

To perform successfully as a training specialist, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. Requires considerable skills in multi-tasking; paying attention to details and accuracy; managing multiple priorities under tight deadlines; providing timely and effective written, verbal, and interpersonal communication; communicating effectively with a variety of audiences with different levels of understanding of the subject matter; customer service; conflict resolution; compiling and analyzing data from multiple sources; following written and oral directions and instructions; conducting research to select and use training methods; designing training materials, methods, and activities; and word processing, spreadsheet, and database applications. It is essential that the incumbent has the abilities to develop innovative and original approaches. Project planning and administration are also required. The incumbent is required to exercise discretion and judgment in handling confidential and sensitive information.

This position requires knowledge of the principles and practices of adult education, training, management, human resource administration, organizational analysis, research methods and techniques, curricula design and development, communication and public presentation principles and practices, employee relations, and training and development needs assessment methodologies.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in business or public administration, education, training, human resources, communication, or a related field and two years of job-related work experience.
 - Work experience should be made up of adult training and development, curricula design, and project planning.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. This position has considerable mental stress and pressure due to issues, workload, controversial or adversarial situations, conflicting priorities, and significance of decisions made. There are cyclical periods of high stress working under pressure of critical projects with hard deadlines. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. May spend considerable time on the phone. Lifting is moderate, up to 25 pounds, to

transport and set up class materials and includes carrying boxes and training items. Work hours may exceed 40 hours per week from time to time. Providing training in outlying areas may require overnight travel. A valid Montana driver's license is required. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Human Resource Manager Review: The statements in this job profile are accurate and complete.

Signature: James Fehr, Human Resources Manager Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resource Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____ Date: _____

Name (print): _____